

Appendix A – Bid Package

Part 3: SELECTION CRITERIA

MGRA Prospectus Criteria

I am applying for...	I need to address these criteria in my bid...
Transporting only	B-1, B-2, B-3, B-4 G-1, G-2, G-3 W-1, W-2, W-3, W-4, W-5 O-1, O-2 E-1, E-2, E-3 R-1, R-2, R-3, R-4
Guiding only	B-2, B-3, B-4 G-1, G-2, G-3, G-4, G-5, G-6 W-1, W-2, W-3, W-4, W-5, W-6, W-7 O-1, O-2, O-3 E-2, E-3, E-4 R-1, R-3, R-4, R-5, R-6
Outfitting only	B-1, B-2, B-3 G-1, G-2 W-1, W-3 O-1, O-2 E-1, E-2 R-3, R-4
Transporting and Guiding	All criteria in both sections
Transporting, Guiding and Outfitting	All criteria in both sections

Basic Services prospective bidders for transporting and guiding services address all criteria in this section, while prospective bidders for outfitter services address 13 of the 21 criteria in this section (B-1, B-2, B-3, G-1, G-2, W-1, W-3, O-1, O-2, E-1, E-2, R-3 and R-4 only):

Section	Category	Criteria	Objective	Evaluation	Max. Score (75)
Business Model 15 pts	B-1	Describe your relevant experience performing tourism transport services	Demonstrate substantial past experience, to establish legitimate basis for uses proposed	Years of experience, level of skill, responsibility	5

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	B-2	Summarize your company’s safety policy, including emergency plans and use of emergency equipment	A safe working environment and safe guest experience.	i) Safety policy addresses a safe working environment; the regular checking of vehicles and equipment; provide list of emergency gear carried; ii) Accident reporting system in place, show examples	5
	B-3	Submit Financial Statement (Form FS-6500-24) or CPA certified substitute with your bid (*1)	Financial health attestation	Complete and notarized	2
	B-4	Submit a copy of your Environmental Sustainability Policy and Action Plan and demonstrate how it is implemented	Company has a written sustainability policy that provides the vision, goals and a framework, and it is easily available for review	i) Overarching Sustainability Policy ii) Sub-policies to address “practices” iii) Evidence the policy has been shared with employees	3
Guest Experience 10 pts	G-1	Describe your customer feedback system	Framework for customer feedback collected and documented	i) Customer satisfaction survey and collection system ii) Record of the number of feedback forms returned annually as a percentage of the total trips/guests	2
	G-2	Demonstrate how you prepare guests for arrival at the Mendenhall Glacier Recreation Area and describe interpretation or information provided during transport. Show how you prepare employees to deliver appropriate messages.	Information and talks prepare clients for their experience by explaining: a) Pertinent rules of the MGRA b) Experiences offered c) Ethical wildlife viewing practices d) Area history and culture	Documentation includes: i) Company procedures outlining the expectations of these talks ii) Outlines or links to information distributed iii) Evidence that employees have received adequate training in program delivery	5
	G-3	Describe the company’s approach to discussing climate change with clients	Sustainability goals shown in B-4 are discussed in the context of climate change	Climate change prevention or mitigation is discussed and demonstrated through sustainable practices linked to the company policy shown in B-4	3
Workplace Practices 15 pts	W-1	Describe how your company maintains a positive partnership with regulatory agencies such as the Forest Service	Company communicates regularly with agency to prevent and resolve issues	Evidence is provided of company-initiated meetings and communications with agencies on a regular basis that result in mutual agreements	5
	W-2	Describe your company’s approach to	System is in place to train	i) A list of training information is	3

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		disseminating training information to new employees	new employees	provided to new employees ii) Evidence that new employees have received the information (e.g. signature by employee, etc.)	
	W-3	Process to verify that employees possess proper certification for driving vehicles or boats operating under company name.	Properly licensed employees without record of violations	All drivers/operators are licensed and certified. Evidence that driving/operating records are checked and remedial actions taken.	2
	W-4	Indicate whether company employees have participated in CPR and First Aid training	All employees are trained to stabilize a person until professional help arrives.	i) All field staff have current CPR and First Aid training ii) Company procedures stipulate the requirements of this clause (policy) and the steps the company takes to implement it (procedures).	3
	W-5	Describe how your company provides full access for guests	Special needs are accommodated	i) vehicles/boats accommodate clients with special needs ii) documentation of annual training for drivers/operators on accommodating special needs	2
Operations 10 pts	O-1	Describe how your company ensures compliance with terms of permits issued by regulatory agencies like the Forest Service.	All records indicate permits are understood and stipulations adhered to	i) operating procedures fully comply with permits ii) fee payments received on time iii) record keeping and reporting are complete and timely	5
	O-2	Provide records of your company's insufficient performance by any regulatory agency	No issues identified were left unresolved	FS will review relevant records from past performance of company. New companies will not be rated in this category.	5
The Forest Service is committed to efficiently using energy and reducing consumption of resources as directed by the Energy Policy Act of 2005 and the recently signed Executive Order (EO) 13693, Planning for Federal Sustainability in the Next Decade, to reduce agency direct greenhouse gas emissions (GHG) by at least 40 percent in ten years.					
Energy 10 pts	E-1	Describe any steps your company has taken toward utilizing more efficient transportation equipment and practices with low GHG emissions	Reduce harmful emissions, increase operational and fuel efficiency (including muscle-powered tours), and reduce use of non-renewable fuel (http://www.afdc.energy.gov/case/)	i) A portion of your tour features human-powered transport such as hiking, cycling or paddling. ii) Company uses motorized vehicles or boats with alternative fuels or electric motors to reduce GHG emissions iii) Operating Plan shows how vehicles maximize passenger miles	5

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				per gallons of fuel burned	
	E-2	Indicate whether company is prepared to maintain records of motorized vehicle use and furnish to the Forest Service upon request	Motorized vehicle efficiency and GHG emissions are disclosed	Provide records of the number/type of vehicles used, fuel types, gallons burned and miles driven per passenger delivered	2
	E-3	Indicate company's level of commitment to lowering GHG emissions	Demonstrating commitment to lowering GHG emissions	Company website, advertisements or other publications include a sustainability policy with a pledge to lower GHG emissions	3
Resource/Community Protection 15 pts	R-1	Describe actions your company takes to reduce conflict with other tour operators and their clients	Tour operators work together to provide services	i) Examples of how you've worked with other permit holders or tourism service providers to minimize conflict ii) Participation in TBMP Juneau, JEDC Visitor Products Cluster member, participate in other forums to reach solutions	4
	R-2	Demonstrate how your company provides and maintains high quality vehicles/vessels for tourism transport services. How old is your equipment, what is your maintenance record keeping system?	Stream conditions protected from contaminants, people protected from excessive noise, smoke	i) USFS or other agency records include few if any reports of engine/transmission/coolant system leaks, exhaust problems or excessive noise ii) Maintenance records indicate preventive measures taken to reduce problems iii) Vehicles/vessels are relatively new	5
	R-3	Describe steps your company takes to reduce, reuse and recycle materials	Minimize waste generation and reduce solid waste to the landfill	i) Company procedures stipulate the requirements of this clause (policy) and the steps the company takes to implement it (procedures). ii) Clearly labeled containers for different kinds of recyclable items are used in the home office iii) Guests are provided reusable bottled water or food containers	3
	R-4	Describe whether your company promotes local hiring and local access to tourism services.	Local-hire practices, local investments, and availability of tours to local customers	i) % of employees that reside in Juneau most of the year ii) % of company expenditures made in Juneau	3

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				iii) Ability of locals or non-cruise ship visitors to book transport or tour with your company	
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Guiding Services (if applying for guiding services, also address these criteria in addition to the above):

Section	Category	Criteria	Objective	Evaluation	Max. Score (40)
Guest Experience 12 pts	G-4	Summarize the safety orientation provided for guests and their understanding of safe behaviors	Clients are given thorough safety orientations and/or demonstrations	i) documentation of information given to clients; ii) examples of client feedback about safety practices followed	4
	G-5	Give an outline of the interpretation provided to guests on tour and the qualifications of guides who deliver it.	Interpretive subjects are locally relevant and are delivered accurately by competent, knowledgeable employees	i) documentation of the interpretation program ii) evidence that guides and/or employees have received adequate training in the interpretation program delivery iii) Certified Interpretive Guide training is documented for 75% of guides	5
	G-6	List your certification(s) to teach specialized skills or techniques such as kayaking, ice climbing or specialized activities and demonstrate your experience doing so	Guides are qualified to teach specialized skills and are experienced in doing so	i) documentation of certifications for specialized skills/techniques related to tours offered ii) years of experience teaching these skills to guests in conditions similar to those in the MGRA	3
Workplace Practices 7 pts	W-6	List any advanced medical training (such as <i>Wilderness First Responder</i>) completed by employees	Employees have advanced medical training	75% or more guides are certified for advanced life support such as Wilderness First Responder or EMT.	4
	W-7	Describe how your company promotes some trips for guests with special needs	Company promotes their ability to meet special needs	evidence that a portion of their tours are structured specifically to accommodate special needs clients	3
Operations 2 pts	O-3	Describe how company increases client awareness of sustainable travel initiatives	Company raises client awareness of sustainability issues related to the company's operations, its service providers, and	i) Documented client education policy and plan addressing at least four (4) of the following: sustainability policy with goals and targets; waste management;	2

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			traveling in a responsible manner	water management; energy management; pollution prevention; green purchasing; ecosystem preservation; community impacts. ii) evidence that this policy has been communicated to staff	
Energy 10 pts	E-4	List and briefly describe proposed tours that use muscle power	health and environmental benefits	Tour features human-powered transport such as hiking, cycling or paddling.	5
	E-5	Indicate company's level of commitment to zero-emission transport	Zero carbon transit system promoted by company	i) company has already invested in alternative fuel vehicles such as electric, hybrid, or similar ii) company plans to replace in the next 5 years, other vehicles with alternative fuel, EV or hybrid technology	5
Resource/Community Protection 9 pts	R-5	Describe relevant experience guiding around sensitive plants, fish and wildlife	Protecting flora and fauna	i) Training given to drivers/guides is comprehensive and includes expert advice on best practices. ii) There are no records of impacts to sensitive flora/fauna, or if there are, impacts were fully resolved and corrective practices implemented	4
	R-6	Describe actions your company will take to prevent crowding of land or water trails	Limiting impacts to people	i) company policy that outlines methods of reducing crowding ii) practices used to minimize encounters on trails and water surface	5

*1 If you have not been in business for at least three years, provide the financial information for the years you have been. Financial statements are secured in confidence and are not public information. Bidders must state if they want their financial information returned to them.